



STATE OF WASHINGTON

OFFICE OF FINANCIAL MANAGEMENT

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July 8, 2004

**TO:** Ken Nakamura, Director  
Washington State Lottery

**FROM:** Marty Brown, Director *MB*

**SUBJECT: ADDITIONAL INSTRUCTIONS FOR AGENCY BUDGET  
SUBMITTALS**

The Priorities of Government (POG) team studying how to improve the ability of state government to achieve results efficiently and effectively has now completed its work. We have selected recommendations from this team's effort to be completed as part of the budget development process.

I apologize that these additions to my June 11 instruction memo come so late in your budgeting process, but they are very important. I truly appreciate the hard work your staff has done to enable this new POG team to fulfill its responsibilities. These recommendations will help us address the critical issue of administrative efficiency that was not adequately covered in the last POG effort.

Please take the following four principles into consideration as you develop the requested proposals:

- **The "Get Results, Get the Job Done" Principle:** *Our strategies must help agencies (results teams) get their work done – deliver their results to the citizens.*
- **The "Customer-Centered" Principle:** *Our strategies must be customer-centered and should be seamless, fair, and understandable to customers.*
- **The "Risk-Appropriate and Value-Added" Principle:** *Our strategies to increase trust in government must be appropriate to the amount of risk that they avoid, and they must add value for citizens.*
- **The "Enterprise Solution" Principle:** *Our strategies to improve efficiency and effectiveness must encourage enterprise solutions where appropriate. They must encourage information and resource sharing.*

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We ask that your agency submit the following information by September 17:

- The Lottery and Liquor Control Board should develop a proposal to provide lottery sales at liquor stores.

Thank you in advance for your continued good work and cooperation in this effort.

cc: Agency Budget Director